



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Fall 2014



New Forms

Our forms have a new look with bar codes, a new type style and a larger type size. The bar codes let our computer system keep a picture of some of the forms we send to customers. The pictures of the forms help our staff answer customer questions more quickly. The new larger type style will make the forms easier to read.

And, speaking of easier to read....

DOR is taking on a project to review its forms and notices. It's called the "Plain Language Project." We will be reviewing our forms and making changes using "plain language" principles. Our goal is to give you child support information that is more easily understood.

P A Y M E N T S

A Y M E N T S

You can make your child support payments online through a secure website. You can make a one-time payment or set up recurring payments that come directly from your checking or savings account. Online payments are easiest but if you must pay by check, make sure you fill it out like the sample below and be sure to include a payment identification stub which is available on our website.

Commonwealth of Massachusetts

John Smith 100 Cambridge St. Boston, MA 02204	DATE 08/15/14 1234
PAY TO THE ORDER OF Commonwealth of Massachusetts	\$1,000.00
One Thousand and 00/100	DOLLARS
Bank Name 999-99-9999	<i>John Smith</i>

Write your SSN, PIN, or Case # Sign your check

EXAMPLE



Changing the Amount of Your Child Support Order

There is now a much easier process for parents to ask the court to change the amount of a child support order (called a modification). Only the court can modify your order, but DOR can review your case and, if appropriate, help you go to court to ask for a modification.

Either parent can ask for a modification - to increase or decrease the amount, or add an order for health insurance coverage for the children.

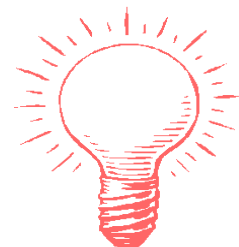
There is more information on our website ("How to Make Changes to Your Court Order"), but basically you can:

- ⇒ Ask the court or DOR for the forms you need
- ⇒ Fill out the forms and gather documents (paystubs, letters verifying benefits, etc.)
- ⇒ Send the forms and documents to us

We will review your information. If we feel that a modification is appropriate in your case, we will file everything with the court, notify the other parent, and schedule a court hearing for your case. If we do not, we will tell you.

Customer Survey - 2014

There are about 40,000 court hearings on DOR cases each year. DOR attorneys and customers go to court to establish paternity, and to set, change, and enforce child support orders. For many customers, the court process may seem very complicated.



In January and February 2014, we asked customers who came to a court hearing to complete a survey. The purpose was to find out whether we are meeting the needs of our customers - particularly how well we communicate before, during, and after court. The 404 customers who completed a survey included parents who pay and receive support and other caretakers. Most of the responses were very positive.

Customers gave us high marks for clearly explaining what was going to happen in court, listening, and giving them a chance to ask questions. Overall, customers were very satisfied with the service received at court.

There were a couple of areas where the feedback was not so positive. A number of parents who pay support said that they weren't exactly sure what to do after court. After reading the survey responses, we created a one page form (in English and Spanish) that summarizes the terms of the court order - the amount to be paid, when the first payment is due, and how to pay. We now give this form to parents before they leave the courthouse. We plan to survey parents at court again in the future so we can see if the form is helping.

We are always looking to improve our service to customers. If you have any ideas about how we can improve, send an e-mail to us at csegen@dor.state.ma.us or call us at the number on the bottom of the newsletter. And...coming in the next couple of months...you will be able to provide feedback by taking a customer survey on our website!